

NASA SHARED SERVICES CENTER

# **Sponsored Research Business Activity (SRBA) Service Delivery Guide**

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## Approved by

/s/  
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Date

**Document History Log**

<b>Document Version</b>	<b>Effective Date</b>	<b>Description of Change</b>
<b>Basic</b>	<b>01/23/2006</b>	<b>Basic Release</b>
<b>B</b>	<b>02/16/2006</b>	<b>Update Metrics &amp; CC Strategy</b>
<b>C</b>	<b>05/12/2006</b>	<b>Divided Roles &amp; Responsibility Steps into Policy and Systems Support Change Steps to agree with Flow Charts; System Components updated to agree with Grants SDG; Updated Flow Charts.</b>

## Sponsored Research Business Activity (SRBA) Support

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### Introduction

*The Sponsored Research Business Activity (SRBA) is a function performed by the NASA HQ Office of Procurement, Contract Management Division.*

*SRBA responsibilities include:*

*- Drafting the Agency Grants and Cooperative Agreement Policies governing the award and administration of grants and cooperative agreements.*

*- Managing the Agency implementation of The Federal Financial Assistance Management Improvement Act of 1999, also known as Public Law 106-107 (P.L. 106-107). This law is the statute that underlies the agencies' efforts to streamline and simplify the grants and cooperative agreements administrative process.*

*- Representing the Agency to the external grant and cooperative agreement community (Grants.gov, other grant making agencies, researchers and educational institutions).*

*- Providing grant policy advice to HQ Mission Directorate.*

The NASA Shared Services Center (NSSC) objective is to provide support to NASA HQ in the administration of SRBA activities.

The NSSC-SRBA Support Staff will ensure that all SRBA policy changes are promptly communicated to the grant community by updating and posting to the SRBA web pages the documents affected by the changes. The SRBA Support Staff will also ensure that the SRBA policy changes are fully implemented within the NSSC.

NSSC support includes, but is not limited to, the following activities:

- Maintaining and updating the Grant and Cooperative Agreement Handbook.
- Maintaining and updating the Guidebook for Proposers Responding to a NASA Research Announcement (NRA).
- Preparing Grant Notices.
- Participating in the HQ Grant Steering Committee Meetings.
- Participating in meetings addressing electronic interface issues between NSPIRES, Grants.gov and CMM (upon rollout).
- Assessing opportunities to automate the Grant and Cooperative Agreement process.

## Process – NSSC SRBA Support Policy Change

### ***Roles & Responsibilities***

Roles and Responsibilities	Action	Tips/Notes
Step 1(a) <b>SBRA Manager, NASA HQ Office of Procurement</b>	<p>Receives or identifies a need to revise the Agency Grant policy. NASA HQ is responsible for publishing the rule in the Federal Register and for handling public comments prior to requesting SRBA support from the NSSC.</p> <p>Performs initial analysis of proposed revision and public comments, and summarizes nature of policy change.</p>	<p>There will be a direct line of communication between NASA HQ and the NSSC SRBA Team Lead. Request for support may be communicated through e-mail, fax or mail.</p>
Step 2 <b>NSSC - SP and/or CS</b>	<p>The NSSC will review operational ramifications of proposed change on the NSSC, and generate input to NASA HQ Office of Procurement.</p> <p>Based on the request for support received from NASA HQ, the NSSC SRBA Support Team will prepare the required changes (i.e., issue Grant Notices, make revisions to the Grant and Cooperative Agreement Handbook, and make revisions to the Guidebook for Proposers to a NASA NRA). The NSSC shall also conduct reviews of SRBA documents submitted from NASA HQ.</p>	<p>The NSSC provides only administrative and operational support to the SRBA and to HQ Mission Directorates. Executive leadership remains at NASA HQ. NASA HQ will incorporate recommended changes if they agree.</p>
Step 3 <b>SBRA Manager, NASA HQ Office of Procurement</b>	<p>Review NSSC input and generate or edit policy document. Changes that involve Agency directives will be processed in accordance with NPD 1400.1 NASA Directives System.</p> <p>Publish proposed change to the NASA Stakeholders for comments.</p>	
Step 4 <b>NSSC - SP and/or CS</b>	<p>Review comments and stakeholder concerns. Provide additional insight concerning implementation. Make edits and changes and submit to HQ for approval.</p>	

Step 5 <b>SBRA Manager, NASA HQ Office of Procurement</b>	<p>Approves final changes and publishes in the Federal Register, if necessary.</p> <p>Distribute to NASA Stakeholders and post on SBRA webpage <a href="http://ec.msfc.nasa.gov/hq/library/sbrs/index.html">http://ec.msfc.nasa.gov/hq/library/sbrs/index.html</a></p>	
Step 6 <b>NSSC - SP and/or CS</b>	<p>Implement change. Revise implementing documentation as necessary.</p> <p>Update SBRA information on the NSSC Procurement web page. <a href="http://www.nssc.nasa.gov/customerservice/pro/index.htm">http://www.nssc.nasa.gov/customerservice/pro/index.htm</a></p>	<p>Changes in policy may affect terms and conditions, Grant administration and Grant award templates. The SP is responsible for updating templates.</p> <p>Update internal process and procedures in accordance with change.</p>

## Process – NSSC SRBA Support Systems Support Change

### ***Roles & Responsibilities***

Roles and Responsibilities	Action	Tips/Notes
<p>Step 1</p> <p><b>NSSC - SP and/or CS</b></p>	<p>Identify opportunities to automate or improve existing systems associated with the logical flow of data during the Grant, Cooperative Agreement, or Earmark life cycle.</p> <p>Identify and consult with the system owner to validate the opportunity for a system support change.</p>	
<p>Step 2</p> <p><b>System Owner</b></p>	<p>Hold discussions with the NSSC SRBA Support Staff to validate the proposed system change opportunity.</p> <p>If the opportunity is considered valid, a root cause analysis should be conducted to determine if system change would result in an opportunity for automation or improvement in performance. If the opportunity is not considered valid, no action would be required. If after a root cause analysis is performed, but there are no systems updates that would achieve the change, work with the NSSC SRBA Support Staff to determine alternatives.</p> <p>Based on the analysis, the system owner will provide detailed recommendations to the NSSC. Recommendations should include estimated costs and estimated increase in system performance. If the root cause analysis has concluded that a system change/update would be required, initiate the effort to improve the system.</p>	<p>A change may require modification to other systems and will require the NSSC to ensure proper coordination with all the other system owners.</p> <p>See Appendix I, SBRA Systems Support Change</p> <p>When CMM roll-out does occur, this should provide opportunities to build interfaces with other systems such as Grants.gov and NSPIRES to have a complete electronic Grant life cycle.</p>
<p>Step 3</p> <p><b>NSSC - SP and/or CS</b></p>	<p>After conducting a thorough assessment, the NSSC will initiate the effort to improve the system or reject the recommendations.</p>	

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<p>Step 4</p> <p><b>System Owner</b></p>	<p>Work initiative and provide regular status to the NSSC SRBA Support Staff until the system update is complete.</p> <p>Test system and continue system support change, until improvement can be verified. If system improvement is realized, and the NSSC SRBA Support Staff concurs, the action is complete.</p>	<p>The system change will be considered complete once testing and training have been completed.</p>
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## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC Procurement	<p>Maintain and update: The Grant and Cooperative Agreement Handbook and The Guidebook for Proposers Responding to a NASA NRA.</p> <p>Issue Grant Notices (GNs)</p>	HQ Office of Procurement	Customer satisfaction feedback

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## Privacy/Proprietary Data

*All participants involved must ensure protection of all data covered by the Privacy Act and all sensitive and proprietary data received. In addition, all SP participants have signed non-disclosure agreements and have received training on the handling of sensitive and proprietary data.*

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## System Components

Automation of the Grants process enables the NSSC to process Grant actions more effectively. Currently, there are a number of different Grant-related automated systems in place or in development supporting aspects of the Grants process. The existing and new Grant related systems are:

### ***Existing Systems***

IT System Title	IT System Description	Access Requirements	IT System Interfaces
NAIS EPS (Non-NSSC System)	Publishes synopses of NASA Grant and Cooperative Agreement opportunities through: Broad Agency Announcements (BAA), NASA Research Announcements (NRA), Announcements of Opportunity (AO), and Cooperative Agreement Notices (CAN).	User role at NSSC	Grants.gov
Grants.gov (Non-NASA system)	Government-wide system to publish synopses of NASA Grant and Agreement opportunities through: BAAs, NRAs, AOs, and CANs. This system supports electronic proposal receipt.	No role for NSSC at this time	NAIS EPS and NSPIRES
NSPIRES (Non-NSSC system)	NSPIRES is the NASA Solicitation and Proposal Integrated Review and Evaluation System. This system publishes NASA Grant and Cooperative Agreement opportunities through: BAAs, NRAs, AOs, CANs. Supports electronic proposal receipt and provides for peer review, selection, deliverable submission, and tracking.	NSSC-CS will have a user role in the near future to access electronic proposals	Grants.gov
SAP/IEMP	Integrated Enterprise Management Program (IEMP) for Purchase Request receipt and payment processing.	User role at NSSC	

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Health & Human Services Payment Management System (Non-NASA System)	Grant payment, financial management reporting, and cost allocation.	User role in the Centers' Finance Offices until transition to NSSC	SAP/IEMP
Federal Assistance Awards Data System (FAADS) (Non-NASA System)	Data reporting system for Grants and Cooperative Agreements.	User role at NSSC	SAP/IEMP
Office of Naval Research (ONR) Grants Administration System (Non-NASA System)	Supports Grant administration.	No role for NSSC	None
Health and Human Services Financial Management/Cost Allocation (Non-NASA System)	Access to indirect rate agreements negotiated with non-profits and universities.	User role at NSSC	None

### ***New Systems***

IT System Title	IT System Description	Access Requirements	IT System Interfaces
CMM (Contract Management Module-PRISM)  Roll out date for CMM to be determined.	Document Generation System - generates Grant and Cooperative Agreement documents, facilitates data reporting, tracks lead-times, and management information.	User role for SP Approver role for CS  Super User Role for SP and CS	SAP/IEMP
Remedy	Supports NSSC internal activities, metrics, etc.	User role for the SP and CS	Tech Doc Document Management System

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Grants Management Line of Business (OMB-outside NASA)	Developing standard Government-wide "back-office" automated solutions.	No role for NSSC at this time	None
Grants Website	NSSC milestone tracking of Receipt of PR package through closeout. Monitor pre- and post-award Grant and Cooperative Agreement status milestones.	Create and maintain role for the SP.	TBD

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## NSSC Customer Contact Center Strategy

The NSSC Customer Contact Center can be reached via phone, fax or e-mail. Each call, fax or e-mail will initially be assigned as a "Level I" case. The Contact Center will make every effort to answer the inquiry, and a Remedy ticket will be opened for all inquiries. In the event a question cannot be answered by the Contact Center, the case will be routed to "Level II" which is the Procurement Office Service Provider (SP). Inquires requiring a response from a Grant Officer will be routed to "Level III" the Procurement Office Civil Servant (CS), or Grant Officer. Inquiries regarding a specific Grant or Cooperative Agreement will be routed to the Level II or Level III contact assigned to work on that specific award.

**Email queries:** [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)

**Fax queries:** 1-866-779-6772

**Phone queries:** 1-877-NSSC123 (or 1-877-677-2123)

The NSSC Customer Contact Center will be provided a listing of Procurement Office Service Provider staff, and their G&CA area of responsibility, as well as the reference URL's for Grant status web sites, other NSSC Procurement Points of Contacts, and pertinent information.

## Appendix I – SRBA Support Process Flow

### Sponsored Research Business Activity (SRBA) Policy Change

#### NASA HQ Office of Procurement

Start

Receive or identify need to revise Agency Grant policy

Perform initial analysis and summarize nature of the policy change

Issue Rule in Federal Register, and handle Public Comments

Request SBRA Support from NSSC

Review NSSC input and generate or edit policy document (see Note 1)

Coordinate with NASA stakeholders. Obtain any comments.

HQ review and approve

Publish in Federal Register if necessary

Distribute to stakeholders/post on SRBA webpage. (See Note 2)

#### Objectives:

- To ensure SRBA policy remains current
- To ensure SRBA policy changes are properly coordinated, communicated and implemented

#### NSSC SRBA Support Staff

Review operational ramifications of issue from NSSC perspective and generate input. Generate policy draft, if appropriate

Review comments/issues. Provide any additional input/insight concerning implementation. Edit and submit to HQ

Implement change. Revise implementing documentation, as necessary

Note1: Those changes that involve Agency directives shall be processed according to the requirements of NPD 1400.1- NASA Directives System

Note 2: SRBA webpage is located at [Http://ec.msfc.nasa.gov/hq/library/srba/index.html](http://ec.msfc.nasa.gov/hq/library/srba/index.html)

End

**Sponsored Research Business Activity (SRBA) Systems Support Change****NSSC SRBA Support Staff**

Start

Identify opportunities to automate or improve existing systems associated with the logical flow of data during the Grant life cycle  
(See Note 1)

Consult with the system owner & validate the opportunity

**SRBA System Owner(s)**

Discuss opportunity with NSSC SRBA Support Staff and validate

Opportunity appears valid?

No

End

Yes

Perform root cause analysis to determine if system improvement is valid  
(See Note 2)

Root cause involves system update/change:  
(See Note 3)

No

Yes

Initiate effort to improve system

Work initiative & provide regular status to NSSC SRBA Support Staff

No

System update completed

Yes

Test system & verify improvement opportunity realized

Improvement realized?

Yes

No

End

Yes

No

Concur?

**Note 1:** Opportunities to automate or improve existing systems (or their integration with other systems) can be identified by analysis of performance metrics by the NSSC Support Staff, or recommended by customers or system-component owners

**Note 2:** It may be necessary to modify more than one system to realize an opportunity for improvement of the overall SRBA system, requiring more than one SRBA system owner to be involved in the process

**Note 3:** Other factors could affect system performance and required corrective action may not require system changes.  
Ex: Improved training for system use.